

I work with Deaf people every day and have many deaf friends, although I am a hearing person the need for interoperability is essential for both my clients and friends to have the same communication access as hearing individuals.

I know the Deaf community is thankful for the free equipment, but it does not serve them if they want to communicate with people who do not have Sorensen equipment, but other equipment available.

Video Relay has the potential to facilitate communication in so many ways, but if there continue to be limits like this, Deaf individuals will continue to discriminating situations.

Just yesterday I friend of mine was told that a company would not accept relay calls, so now she has to go through all the red tape to get let that agency know about her ada rights etc....If there is more interoperability, between Sorensen and other equipment, the services and benefits of Sorensen's service will become known to both the hearing and deaf communities and my friends and client may not have to contend for their accommodation rights so often because Sorensen does offer a great service...and has the potential to offer great services to both hearing and deaf individuals, but they need to be able to be accessed and used as easily as any other telecommunication service.

Thank you for addressing this issue.
Sincerely,
Dawn Orahood